NOTICE OF PROPOSED PROCUREMENT (NPP)

For

TASK BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

GSIN: D302A ADP SYSTEM DEVELOPMENT SERVICES

Reference Number:	033	**Solicitation Number:**	IC401437
Organization Name:	Industry Canada – Chief Information Office Sector		
Solicitation Date:	2015-03-02	**Closing Date:**	2015-03-17 11:00 AM Eastern Standard Time EST
Anticipated Start Date:	2015-05-01		
Estimated Delivery Date:	N/A	**Estimate Level of Effort:**	240 days per resource
Contract Duration:	The contract period will be for one (1) year from the date of contract with an irrevocable option to extend it for up to two additional one year periods		
Solicitation Method:	Competitive	**Applicable Trade Agreements:**	WTO-AGP, NAFTA, AIT…
Comprehensive Land Claim Agreement Applies:	No	**Number of Contracts:**	1

Requirement Details

Tendering Procedure: Selective Tendering

This requirement is open only to those TBIPS Supply Arrangement Holders who qualified under Tier 1 for services in the National Capital Region for the following category:

>   One (1) Level 3 – B.5 Business Process re-engineering (BPR) Consultant

The following SA Holders have been invited to submit a proposal:

4 Plan Consulting Corp
Adirondack Information Management Inc., Amita Corporation, Artemp Personnel Services Inc., The AIM Group Inc., in JV
Altis Human Resources (Ottawa) Inc., and Excel Human Resources Inc., in JV
Altruistic Informatics Consulting Inc.
AZURE Human Resources Ltd.
Dalian Enterprises and Coradix Technology Consulting in JV
Flex Tech Services Inc.
Fujitsu Consulting (Canada) Inc. / Fujitsu Conseil (Canada) Inc.
iFathom Corp. Simfront Simulation System Corporation, ING Engineering Inc., in JV
KPMG LLP
Logic 2000 Incorporated, InRound Innvoations Inc., Wilcom Systems Ltd., The Devon Group Ltd., Spearhead
Management Ltd., Epixus Inc., Protak Consulting Group Inc., in JV
Randstad Interim Incorporated
Spearhead Management Canada Ltd.
Spectra FX Inc.
The Halifax Group Inc.

Description of Work:

1.0   Purpose

The purpose of this requirement is to:

- Establish a good practice based approach for the management of IT services and interactions with both its clients and suppliers;
- Define the processes required to ensure a smooth transition to a supplier-based IT service delivery model (in particular with SSC);
- Implement and evolve new service management solution to support CIO's service delivery;
- Design and implement a standardized approach to the delivery of services across CIO through the development of a Business Model and associated horizontal processes; and
- Provide IC CIO with the means to better understand client needs and deliver appropriate, cost-justified services and service levels to meet these needs.

2.0   Background

Industry Canada (IC)'s Chief Information Office (CIO) has transferred a number of its core information technologies streams to the Shared Services Canada (SSC), Economic and International Portfolio. To ease the transfer, a status quo approach was adopted for delivering and supporting these core information technologies streams after the transfer. As Shared Services Canada reshapes, its delivery and support are evolving affecting the relationship and interactions between SSC and CIO.

To remain effective and efficient, the CIO organization also needs to evolve how to runs its business while continuing to provide IT services to clients and improving upon service delivery.

This calls for a change in the way we do business and will require the appropriate business model and tools to be in place to support this continued transition.

To aid in facing these challenges, Industry Canada Chief Information Officer (IC CIO) requires the assistance of a Business Process Re-Engineering (BPR) Consultant (Level 3) to provide advice and guidance with respect to the delivery and management of IT services under the new model.

3.0   Technical Environment

- MS Office
- IBM Smart Cloud Control Desk
- ITIL v3
- COBIT
- ISO/IEC 20000
- BABOK version 2.0

The work performed by the BPR consultant will be leveraging the best practices of the Information Technology Infrastructure Library (ITIL) version 3 (including the 2011 updates) in order to ensure developed ITSM processes are effective and efficient and to ensure that they can integrate with existing IC CIO IT Service Management (ITSM) processes.

The documentation and development of CIO processes will leverage standards established in the Control Objectives for IT (COBIT) V4.1 framework.

The overall design of service management improvements (including people, processes and technologies) will be based on the ITIL and ISO/IEC 20000-1:20011 standards.

Requirements gathering for the implementation of the Control Desk solution will adhere to the Business Analysis Body of Knowledge (BABOK).

4.0   Key Activities

The tasks that the BPR consultant shall perform include, but are not limited to, the following:

- Define the required ITSM processes to be automated with the Smart Cloud Control Desk (SCCD) solution;
- Act as the lead business analysis for the SCCD implementation including developing the necessary project stage gating documents;
- Advise CIO with respect to the definition and implementation of business and technical services, and supporting catalogue structure;
- Provide good practice based IT service and IT Service Management expertise, guidance, advice and implementation support covering the continuous improvement of existing processes and the design and development of new processes;
- Assist IC CIO resources with the development and maintenance of process deliverables;
- Review process deliverables to ensure alignment to industry good practices and standards, and overall process integration;
- Provide advice and guidance, and assist in the definition and implementation of a business model for CIO with a focus on providing support to Business Events leads in defining and integrating workflows and supporting tools
- Develop required presentation material to support the Business Strategy and Optimization initiatives;
- Deliver presentations in English and/or French, as requested by the Project Authority;
- Prepare options analysis reports, strategy documents and discussion papers, as requested by the Project Authority; and
- Facilitate working committees and Joint Application Development (JAD) sessions

5.0   Deliverables

The BPR will be responsible for producing the following deliverables:

- Concept of Operations document and associated IT Service Management process documentation;
- Project stage-gate deliverables, and strategy/approach documents for SCCD implementation;
- Presentation materials, discussion, opinion papers and option analysis related to the SCCD implementation as required;
- Presentation material and other strategic documents covering ITSM at IC;
- CIO Business Model and associated materials
    - Glossary continued evolution
    - Process repository continued evolution
    - Software lifecycle strategy
    - Presentation materials, discussion, opinion papers and option analysis;
- Service definitions, and service catalogue strategy, approach and templates;
- Presentation materials, discussion, opinion papers and option analysis related to the CIO service strategy as required;
- Results of meeting with the various stakeholders to develop the above deliverables.
- <u>Bi-Weekly Reports</u>. The contracted resources will provide a written report in MS Word format, to the Program Manager on a bi-weekly basis, identifying the activities pursued during the reporting period, issues encountered and recommendations as applicable. The reports will show progress against each of the Deliverables

    Documents will be in MS Word and MS PowerPoint format.

Initial Contract Period: Contract award to March 31, 2016 and 2 option year periods

- Bidders may submit a bid for one resource category.
- The work is currently being performed by Altruistic Informatics Consulting under contract value $499,172.36

Security Requirement: Common PS SRCL #04 applies
Minimum Corporate Security Required: Designated Organization Screening (DOS)
Minimum Resource Security Required: Secret

Contract Authority

Name: Tony Eyre
Email Address: *tony.eyre@ic.gc.ca*

Inquiries

Inquiries regarding this RFP requirement must be submitted to the Contracting Authority named above. Request for Proposal (RFP) documents will be e-mailed directly from the Contracting Authority to the Qualified Supply Arrangement Holders who are being invited to bid on this requirement. BIDDERS ARE ADVISED THAT "BUYANDSELL.GC.CA" IS NOT RESPONSIBLE FOR THE DISTRIBUTION OF SOLICITATION DOCUMENTS. The Crown retains the right to negotiate with any supplier on any procurement. Documents may be submitted in either official language.

NOTE: Task-Based Informatics Professional Services (TBIPS) Method of Supply is refreshed three (3) times per year. If you wish to find out how you can be a "Qualified SA Holder", please contact RCNMDAI.-NCRIMOS@pwgsc.gc.ca